

PARKING

Annual Report

2023-2024



Brent Council
Brent Civic Centre
Engineers Way
Wembley HA9 0FJ



Foreword

Our borough's broader transport, economic, and planning policy objectives continue to be ambitious. We strive to make Brent a safer borough by reducing congestion, improving air quality, and promoting sustainable travel. We have expanded electric vehicle charge points across the borough, worked closely with partners to improve bus journey times, and initiated a planned refresh of line markings and signage to ensure that restrictions are visible and clear for motorists. This will all help to keep Brent safely on the move.

The Council procured new contracts for parking services, as the contract with Serco expired in July 2023 after 10 years. New contracts were awarded to NSL (Marston Holdings) for parking and traffic enforcement, and to RingGo for cashless parking and permits. These are two of the largest and most experienced service providers in the UK. The new contracts have been successful, featuring an all-new electric fleet, new uniforms and equipment, updated deployment plans, and the establishment of a modern, more accessible permit system. We look forward to continuing our partnership with NSL and RingGo to enhance our services and customer experience.

Over the past year, we have introduced new School Streets, which restrict traffic on roads outside schools for short periods. These have proven popular with pupils, parents, and teachers, as they make routes safer for students, encourage walking, and reduce the number of polluting vehicles contributing to local air pollution.

As in previous years, this report includes a statistical analysis outlining the number of parking and traffic-related Penalty Charge Notices (PCNs) issued during the financial year from 1st April 2023 to 31st March 2024. It also presents the revenue and expenditure recorded in the Parking Account and explains how the surplus was allocated to meet our wider transport objectives, particularly the provision of the Freedom Pass to older and disabled residents.

Thank you for taking the time to read the report. I hope you find it both interesting and informative.



Councillor Krupa Sheth
Lead Member
Environment and Enforcement

Background and Overview

Introduction

Brent Council is committed to providing a high-quality parking service with a fair, consistent, and transparent approach to parking management and traffic enforcement.

The purpose of this Annual Report is to outline the aims and objectives of the Council's Parking Service. It provides information on enforcement activities and the impact of our policies. The report includes statistical analysis covering the number of parking and traffic-related Penalty Charge Notices (PCNs) issued from April 1, 2023, to March 31, 2024, as well as details of income and expenditure recorded in our Parking Account, and how the surplus has been allocated.

This report also fulfils the requirements set out in the 2015 Statutory Guidance issued under the Traffic Management Act 2004, which mandates local authorities to produce and publish an annual report on parking enforcement activities.

Why Manage Parking?

Effective parking management is a crucial tool in achieving the Council's broader transport, economic, and planning policy objectives. Well-designed parking policies and robust enforcement can influence travel behaviour, support the local economy, balance competing demands for road space, reduce congestion, and contribute to sustainable outcomes.

Conversely, inadequate parking regulation can worsen road congestion, reduce public transport reliability, negatively impact the local economy, and create road safety issues. Parking services are highly visible to residents, local businesses, and visitors. Therefore, enforcement must be perceived as fair, effective, and proportionate to maintain public confidence.

Brent Context

The London Borough of Brent, an outer London borough, spans almost 17 square miles. It is bordered by the London Boroughs of Barnet to the northeast, Harrow to the northwest, and Ealing to the southwest. It also has short boundaries with Camden, Westminster, Hammersmith and Fulham, and Kensington and Chelsea to the southeast.

Brent Council's Parking Service

The Council's Parking team is committed to providing excellent customer-focused services and is responsible for strategy, policy, and overall parking management.

The team is responsible for:

- Parking strategy, policy and overall management
- Management of the parking contract, including parking enforcement, Penalty Charge Notice (PCN) processing, permit administration, and cashless parking
- Debt recovery and managing the Enforcement Agents
- Management of car parks and on-street parking infrastructure
- Managing the parking appeals and representations process
- Handling enquiries, complaints and FOI requests relating to parking.

The Parking Contract

Following a competitive tender process, RingGo were awarded the contract for cashless permit solutions, and Marston Holdings Ltd (NSL) were awarded the contract to deliver the parking and traffic enforcement services to Brent Council. Both commenced on 4th July 2023.

The new contract facilitated increasingly effective parking enforcement with a new deployment plan to ensure consistent deployment of Civil Enforcement Officers (CEO) across the borough, particularly at key locations where parking compliance is low and working into the late evening along busy high streets.

NSL introduced a provision of accommodation with a centralised CEO base in Willesden and a new car pound in Wembley, driving effective and efficient deployment to maximise coverage and improve attendance to locations following reports of illegally parked vehicles through the enforcement call centre.

NSL introduced an electric fleet of enforcement vehicles, e-mopeds and e-cycles as well as new CEO equipment; Brent / NSL branded uniforms, Handheld Devices, and Body Worn Video Cameras.

Marston Holdings Ltd (NSL) manages:

- Deployment of Civil Enforcement Officers (CEOs)
- Closed Circuit Television (CCTV) enforcement
- Pay & Display machine maintenance and cash collection services.
- Vehicle removal operations and the car pound
- IT Administration & Management (Taranto system)
- Parking bay suspensions and dispensations

NSL also have key responsibilities for Penalty Charge Notice (PCN) processing services, including the provision of scanning, indexing, and permit administration.

Parking Services

Parking Provision

Over the years, the Council has introduced a number of measures to manage the high demand for kerbside parking space. Parking in most of the south-eastern part of the borough, and Wembley town centre, is managed through Controlled Parking Zones. Some other parts of the borough also have residential parking controls; these typically cover areas near high street locations and/or tube and railway stations (where there may be a demand for parking from commuters).

The Council manages Controlled Parking Zones (CPZs) across the borough, with operating hours varying, but most CPZs operate throughout the day from Monday to either Friday or Saturday. Due to current shopping and business hours, some areas see similar or even higher parking levels on Sundays and Bank Holidays than on typical weekdays or Saturdays. Therefore, parking controls are enforced on Sundays in select locations.

For further details on the purpose of CPZ's, locations, times of operation, reviews of existing zones and requests for new CPZ's, please click [here](#).

Resident Permits

Resident permits are available to all residents who live in CPZs. Permit options are available for 24-month, 12-month, 6-month or 3-month periods. Permits are priced according to the vehicle's carbon emission levels with a supplement on all diesel vehicles; and the number of permits issued to each household, up to a maximum of 3.

	2019/20	2020/21	2021/22	2022/23	2023/24
Resident Permits	35,800	34,557	34,693	31,673	26,838

Of the total number of resident permits issued, 4,549 permits had the diesel surcharge applied compared to 5,482 the previous year.

A surcharge is also applied to the cost of a second and third permit. The total number of second permits issued to households was 4,020 and number of third permits issued was 647.

Visitor Parking

Residents are able to purchase a single 'Visitor Household Permit'. This type of permit is non-vehicle specific and must be displayed in a visitor's vehicle's windscreen.

These permits help residents who receive regular visitors or informal care provided at home. It is also beneficial to use when residents have friends, relatives and trade persons such as builders, electricians, plumbers visit them.

Residents can also purchase visitor parking credits which are virtual and can be purchased either via telephone, by SMS, or online. Visitor parking charges in all CPZs are available in increments for up to 2 hrs, 4 hrs, and for 'all-day' of stays over 4 hrs.

The cost of visitor parking permits is formally linked to be equitable with the cost of Greater London bus fares. The aim is to encourage people to consider switching to more sustainable modes of transport. Any future increase in the cost of London bus fares set by Transport for London will be reflected by the same increase to the cost of daily visitor permits.

In 2023-2024 a total of 224,426 visitor parking sessions were booked. Of these, 60,009 were issued for 2 hour parking, 29,926 were issued for 4 hour parking and 134,491 for all day parking.

Permits Issued	2019/20	2020/21	2021/22	2022/23	2023/24
Visitor Parking Credits	240,000	219,000	291,950	278,232	224,426
Visitor Household Permits	3,034	2,586	2,672	2,459	2,862

Households not located in a CPZ, but which fall within the Wembley Event Day Protective Parking Scheme, are also able to purchase Event Day Visitor permits when Wembley Stadium hosts an event.

In 2023-2024, a total of 4,271 Resident Event Day permits were issued to households located within the Event Day Zone and 1,072 Event Day Visitor Parking permits issued.

Business Permits

Business permits are available to businesses located within a CPZ, offered at a flat rate. Each business can purchase up to three permits, with options for annual, six-month, or three-month durations. Schools can also purchase up to three business permits for their staff, valid only during school term dates, with an adjusted pricing structure to reflect this limited use.

Business permit volumes also include permits issued for the Business-only CPZ in the Lower Place Industrial Estate and those issued to Schools.

Permits Issued	2019/20	2020/21	2021/22	2022/23	2023/24
Business Permits	618	537	569	582	585

Other Permits

The council offers several other permits. These include digital permits for residents with a Personalised Disabled Persons Parking Place (PDPPP), Doctors Permits for use in dedicated Doctor Parking bays, temporary permits, places of worship permits, replacement permits, school permits and special permits.

Other Permits issued in 2023-2024:

34 School Permits

343 Doctors Permits, Place of Worship Permits and Special Permits

The Council also offers an Essential Users Permit (EUP). This permit enables individual employees, who work for certain public sector and charitable organisations that perform a statutory service on behalf of the council, to park a vehicle in a controlled parking zone, as part of carrying out official duties. This includes the provision of residential or community care, health care, social housing management and highway maintenance works.

In 2023-2024 a total of 984 EUP's were issued. Of these, 472 permits were issued to care and charity organisations and 512 issued to contractors.

Revenue from sales of all permits in 2023-24 was £4.745m

Suspensions and Dispensations

Parking bay suspensions and dispensations are available for a fee.

Dispensations facilitate large deliveries to residential properties, allowing residents to move home with as little inconvenience as possible. Suspensions are also arranged to allow for road or utility works to take place on the highway or during construction works.

The Council will also consider special requests made by residents, places of worship or funeral directors, regarding parking arrangements for funerals or weddings. There is a limit of 20 permits that can be issued for each event, but no charge is made.

All parking bay suspension in Brent operate 24 hours a day for the duration of the suspension unless otherwise stated on the signage. Signage is displayed prior the suspension coming into effect. There are occasions where parking needs to be suspended immediately to respond to emergency works such as attending gas leaks, burst water mains or loss of electricity to an area. In such circumstances, the council is

required to suspend parking bays without advance warning to residents to ensure services to homes can be restored.

Revenue from parking suspensions and dispensations in 2023-24 was £2.440m

On-Street Parking

The council provides on-street pay and display parking bays to facilitate parking for visitors to town centres and other destinations, helping to support economic activity.

There are currently 360 Pay and display machines located across the borough near shops and businesses, allowing residents and visitors to park during operational hours. All machines accept cash payment using coins with the alternative option to pay using smart devices on the cashless payment platform operated by RingGo.

The general principle underpinning on-street pay and display parking is to provide a quick turn-over of spaces, allowing easy access for motorists who wish to make short visits to shop or conduct business; and therefore, park near to their destination.

Pricing policy seeks to ensure that there is a regular turnover of parking spaces. Motorists pay a uniform set of charges across the borough; 20p for up to 15 minutes; and then £1 for 30 minutes, £2 for one hour, £4 for 2 hours, £6 for 3 hours, £8 for 4 hours. For motorists that pay for parking by cash, there is a 50 pence supplement.

Revenue from on-street parking in 2023-24 was £4.175m.

Off-Street Parking


The Council currently operates 10 public car parks across the borough. These car parks provide a combined total of 614 spaces.

Almost all of the car parks have secured the *Park Mark Award*. *Park Mark* aims to reduce crime and the fear of crime within parking facilities through the achievement of high standards in lighting, signage, cleanliness and surveillance.

Most of our car parks operate from Monday to Saturday with no charges made on Sunday. Preston Road and Disraeli Road car parks offer free parking for the first hour and Northwick Park offers free parking for the first three hours. The majority of the remaining car parks follow the same charging principles in which motorists pay a uniform set of charges across the borough; £1 for one hour, £3 for two hours, £4.50 for three hours and £7.50 all day with a 50 pence supplement for cash payments.

Some car parks offer residents the opportunity to purchase a parking season ticket. The total number of season tickets purchased in 2023-2024 was 260.

Revenue from off-street parking in 2023-24 was £0.399m (gross revenue).

Car Park	Number of spaces						
	Car spaces	Disabled spaces	Business spaces	P2W spaces	Parent / child	Electric Charging	TOTAL spaces
							
Barham Park	15	0	0	0	0	0	15
Disraeli Road	74	0	0	0	0	0	74
Kingsbury Road	25	4	15	4	0	0	48
Lonsdale Avenue	33	0	0	0	0	0	33
Neasden Town Centre	38	0	0	0	0	0	38
Northwick Park	93	3	0	0	0	0	96
Preston Road	155	3	0	0	4	2	164
Salisbury Road	29	1	11	0	0	0	41
St. Johns Road	67	3	0	6	0	2	78
Wendover Road	25	0	0	0	0	2	27
Total Spaces	554	14	26	10	4	6	614

Paying to park by mobile phone and smart devices

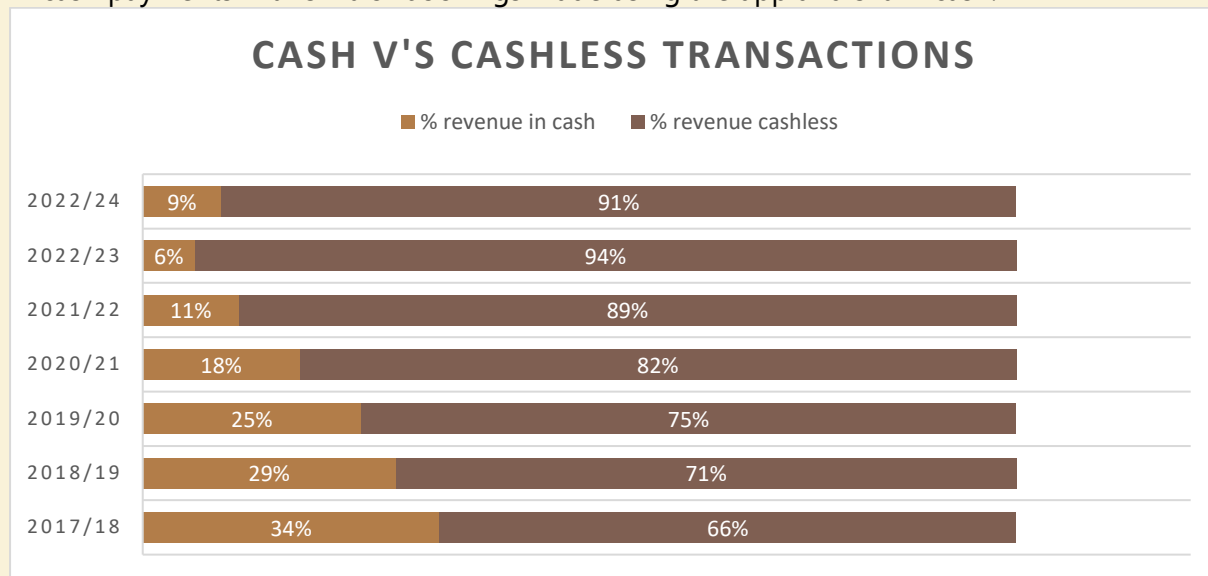
The option to pay for parking sessions using mobile technology and a debit/credit card has been available in Brent since 2009. The service is provided by a specialist company, RingGo, and is available in all of the council's car parks and on-street pay and display bays.

Parking via RingGo in Brent is 50p cheaper than making a cash payment, reflecting savings passed to motorists from the reduced cost of cash collections, ticket printing and machine maintenance. In addition, the option for text reminders when parking sessions are due to expire enables the motorist to extend parking time within the maximum stay period, wherever they are, by making a simple phone call or using the RingGo application on their device.

Cash vs Cashless (RingGo) Revenue Percentage from on-street and off-street parking (Pay & Display)

On Street	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
% revenue in cash	29%	25%	18%	11%	6%	9%
% revenue cashless	71%	75%	82%	89%	94%	91%

Motorists using the cashless (RingGo) option to pay for parking sessions has generally increased year or year with the exception of the last financial year, which saw a slight increase in cash payments with 91% of bookings made using the app and 9% in cash.



Wembley Event Day Parking

Between 8am and midnight, parking restrictions operate on Event days within the Wembley Stadium Event Day Protective Parking Scheme area. The best way to visit Wembley Stadium is to plan your journey by public transport. Over the last year there has been a focus on improving parking enforcement during Wembley Stadium events coupled with more action in tackling event day permit misuse.

Tackling Blue Badge Fraud

Fraudulent use of Blue Badges prevents people in genuine need from accessing parking where and when they need it most.

Total number of Blue Badges reported to the Independent Travel Team as having been stolen in 2023-2024 is 163. This is an increase of 230% over the previous year. This reflects an increase in Blue Badge theft and misuse across London and the Council has been working to tackle theft and misuse, including joint action with the Police and exploring virtual Blue Badge Permits for CPZs. The total number of Blue Badges currently in issue in Brent is 11,400.

CEOs have been active in carrying out Blue Badge inspections to identify Abuse of Badges. This includes using a counterfeit Badge, using a lost or stolen Badge and using the Badge of a deceased person and Misuse of Badges - the fraudulent use of Blue Badges when the Badge-holder is not present.

CEOs have been using the Government Blue Badge database to identify misuse of Badges and reporting any suspicious usage. Joint operations have been carried out accompanied by the police around stations, shopping parades, entertainment venues, and areas where parking is in high demand and a Blue Badge is of maximum value to someone who may misuse it.

Victims of Blue Badge theft can be left without a badge for several weeks until a replacement is issued. To address this delay, Parking Services has collaborated closely this year with the Independent Travel Team and Brent Audit and Investigations to propose an approach for issuing a Temporary Replacement Blue Badge. This temporary badge, restricted for use only on the street where the badge holder resides, will bridge the gap until the formal replacement badge is issued.

Parking Enforcement Overview & Enforcement Statistics

The Council enforces parking and traffic regulations through its contractor, NSL, using a combination of Civil Enforcement Officers (CEOs) who patrol the streets and the use of CCTV camera technology. CEOs also use mopeds and cars which enable rapid deployment to attend to urgent enforcement issues.

Illegally parked vehicles and moving traffic contraventions create problems for all road users. We enforce regulations by issuing Penalty Charge Notices (PCNs) with the aim of improving motorists' compliance.

What we enforce

As well as managing and enforcing Controlled Parking Zones (CPZs), local parking schemes and pay and display parking, the Council also enforces other traffic and parking contraventions, this includes:

School Keep Clear Enforcement

School Keep Clear markings (zig-zag lines outside of school entrances) are monitored by the Council using a combination of CEOs, mobile CCTV enforcement vehicles and re-mountable CCTV cameras. Our aim is to maintain and improve road safety outside schools.

Yellow Line Enforcement

The majority of yellow line waiting restrictions in Brent are on strategic and distributor roads, and have been introduced to promote safety, assist buses and aid effective movement of traffic with the aim to prioritise enforcement on the borough's busiest roads.

Red line waiting and loading restrictions on the Transport for London Road Network (TLRN) are the responsibility of Transport for London (TfL) but aim to meet similar objectives on London's busiest roads.

Single yellow lines are located on parts of the highway where there would be a safety hazard if parking was permitted, especially when there is high volume of traffic. Parking is therefore prohibited at certain times of day. Several restrictions are enforced from 8.00 or 8.30am to 6.30pm, and these times are displayed on signs. Double yellow lines indicate a 24-hour (at all times) parking prohibition.

All double yellow lines within Brent operate seven days a week, including bank holidays. There is no requirement for signs to accompany double yellow restrictions.

31,768 PCN's were issued to vehicles parked illegally on yellow lines in 2022-23, an increase compared to 25,853 PCN's issued the previous year.

Footway Enforcement

CEOs take enforcement action where motorists inconsiderately park on the footway. This causes particular problems for visually impaired people, wheelchair users, and people with prams or buggies. If the footway is not exempt to permit parking, then the paving is likely to crack and cause a trip hazard for all pedestrians.

11,264 PCN's were issued to vehicles parked illegally on the footway in 2023-24. This represents a slight increase to the 10,441 PCN's issued the previous year.

There are some footways where parking is permitted on residential streets which are too narrow for parking fully on the road. In such cases, footway parking may be permitted either fully (four wheels) or partially (two wheels) on the pavement. Where parking is permitted on a permanent basis, bay markings and signage is installed on those roads that are formalised. In general terms, footway parking is otherwise banned on all roads in London.

For a list of roads where footway parking is permitted, please follow this [link](#).

Closed-Circuit Television (CCTV) Enforcement

CCTV is used to enforce Bus Lane and Moving Traffic Contraventions (MTC), and parking restrictions at bus stops and on School Keep Clear zig zag markings or School Street Pedestrian zones. Enforcement signs are displayed to alert motorists to active CCTV enforcement and to encourage compliance with local restrictions.

A total of 115,718 PCNs were issued in 2023-24. Of this total, 106,040 PCNs were issued for Moving Traffic Contraventions and 9,718 PCNs issued for Bus Lane contraventions.

Bus Lanes

Bus lane and bus stop parking are enforced through the use of CCTV cameras. As the Council encourages more sustainable forms of transport, this plays an important role in ensuring the free movement of buses along the borough's road network in order to secure faster journey times for bus users and reduce potential traffic accidents.

9,718 PCN's were issued to vehicles contravening a bus lane in 2023-24, an increase compared to the 8,276 PCN's issued the previous year.

Moving Traffic Contraventions.

Blocking yellow box junctions, entering pedestrian zones when restrictions are in place, making prohibited turns, ignoring no-entry signs, illegal U turns, and driving the wrong way in a one-way road, are all examples of moving traffic violations actively enforced by CCTV. Such restrictions are in place to ease congestion on the borough's roads and improve road safety.

Yellow box junctions are highly visible to motorists and have crossed diagonal lines painted on the road. As the markings are clearly visible on the road, there is no requirement for warning signs to be installed. Motorists must not enter the box until the lane ahead is clear, this includes turning left over a yellow box junction. However, you may enter the box and wait when you want to turn right and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right.

School Streets Schemes

Restricting traffic in roads outside a school for a short period at pick-up and drop-off times helps make the route safer for pupils, promotes walking and cycling, and reduces the number of polluting cars contributing to local air pollution. It also helps the school community with promoting active travel.

Residents and Blue Badge holders living within the school street zone, as well as carers and emergency vehicles, are exempt from these restrictions.

As at 31st March 2024, the Council operated 31 school streets in the borough. The School Streets zones are only operational during the school term time. Further details, including locations, can be found at the following [link](#).

In 2023-2024 the number of PCN's issued to vehicles contravening the restrictions was 56,222.

Civil Enforcement Officers (CEOs)

CEOs have the power to issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of restrictions.

A PCN may be issued at the scene by being fixed to the vehicle windscreen, or handed to the person appearing to be in charge of it, or issued by post in the following cases: enforcement is by camera; or the CEO was prevented by someone from serving it at the scene; or the CEO had begun to prepare a PCN but the vehicle was driven away before it was finished and issued.

CEOs issued 134,920 PCNs for Parking contraventions in 2023-24; an increase over the 119,161 PCNs issued in the same period last year, demonstrating improved enforcement action, particularly in key locations across the borough where parking compliance by motorists is low.

Of the total Number of Parking PCNs, 117,815 were issued for the higher-level parking PCN and 17,105 PCN's were issued at the lower-level parking PCN.

Higher level penalties apply to contraventions which are considered more serious, such as parking on yellow lines or where an obstruction is caused. Lower-level penalties apply generally where parking is permitted but the regulations are contravened, such as overstaying on a pay and display bay.

Number of Penalty Charge Notices issued for Parking Offences:



Vehicle Removals and the Car Pound

The Council can remove vehicles parked in contravention where there is a serious impact. The service also relocates vehicles that remain parked in a section of road that has been temporarily suspended and which therefore obstruct highway resurfacing or utility maintenance works.

In 2023-24 a total of 2,289 vehicles were removed and impounded. A total of 117 of the impounded vehicles were disposed of, and 379 vehicles were relocated. Vehicles may be relocated to an adjacent road if they are causing an obstruction or access to undertake works on the road.

All vehicles that have been removed within Brent are taken to the Brent Car Pound located at: EAST LANE BUSINESS PARK, 10 Lumen Road, Wembley, HA9 7RE.

Motorists that believe their vehicle has been removed can contact TRACE who will advise which car pound the vehicle has been taken to and provide information on the procedure for the vehicle's release. TRACE Customer Services Helpdesk can be contacted on 0300 077 0100.

PCN Appeals and Representations

The Council seeks to provide a transparent and fair parking enforcement service. Motorists who feel that they have been unfairly issued with a Penalty Charge Notice may contest the charge. All representations must be made in writing.

The Council has a dedicated and qualified specialist team who consider each case based upon its own merits. All Appeals Officers undertake training to NVQ Level 3 standard in Notice Processing. Training is also provided in statutory processes, telephone skills as well as team leader and supervisor training. Continually improving the standards of the service provided is a priority towards which we constantly strive.

The council's web-based service allows customers to view specific details about PCNs they have received, submit a challenge or representation, monitor the progress of the representation, view photos of the incident, and make payments. This provides access to sufficient information to enable motorists to make an informed decision about whether or not to appeal the PCN.

Should a motorist remain unhappy with our final decision, they may make an appeal to the independent appeals service, the Environment and Traffic Adjudicators, who will make an impartial decision based upon the merits of the case in question.

Making Representations for PCNs issued

The civil enforcement of traffic restrictions by a local authority, including the issuing of PCN's is provided for and regulated by various pieces of legislation. It is largely derived from the Traffic Management Act 2004. As such, there is a statutory process that is followed across all authorities that provide civil enforcement of parking contraventions in England and Wales.

A PCN is only issued to a vehicle that is believed to be parked in contravention. It is the motorist responsibility to ensure that their vehicle is legally parked before leaving the vehicle.

The information provided on the parking pages of Brent Councils website contains a clear and simplified guidance for motorists that wish to follow the appeals process. Please see a link to the parking pages [website](#):

If a motorist feels that a PCN has been issued incorrectly or unfairly, by following the statutory process, stage 1 allows for an informal challenge (appeal) to be made. If a challenge is made within 14 days from the date of the notice, the PCN will be put on hold at the discounted amount until the appeals team considers the challenge and decides on whether to accept or reject the appeal based on the information or supporting evidence provided.

If the challenge is accepted, the PCN will be cancelled. If the challenge is rejected, the motorist is then advised they have a further 14 days to pay the PCN at the discounted rate or to make a formal representation (appeal) if they are not satisfied with the decision. At each stage of the appeals process, motorists are informed in writing and the letters will provide guidance and instructions on what options the motorist has to either appeal further or the pay and settle the PCN.

Motorist are advised not to pay the PCN if they intend to challenge. In most cases it is not possible to appeal a PCN after paying the penalty charge. Payment of a PCN indicates that the motorist has accepted liability and the right of appeal is lost.

London Tribunals Data

The Environment and Traffic Appeal service (ETA) constitute a tribunal and are independent of the enforcement authorities. Cases are decided by independent adjudicators, all of whom are lawyers of at least 5 years standing.

London Tribunals decide appeals relating to Penalty Charge Notices issued by Transport for London and the London local authorities known as the 'enforcement authority' (EA) for parking, bus lane, moving traffic, lorry control, littering and waste receptacle contraventions.

Appeals are usually decided by a single adjudicator who will consider all the evidence, make findings of fact and apply the law.

The figures published by the Environment and Traffic Appeal service for 2023-24 represent a continued improvement in the council's record at independent appeal tribunals.

Independent Appeals	2019/20	2020/21	2021/22	2022/23	2023/24
Total PCNs issued by Brent	193,006	158,789	182,027	180,173	250,678
Total PCN appeals heard by PATAS/ETA	741	623	544	548	371
% of PCNs issued heard by PATAS/ETA	0.38%	0.39%	0.29%	0.30%	0.14%
No. of appeals allowed or not contested	333	210	180	134	82
Of which, number of appeals not contested	192	117	90	52	34
% of appeals allowed or not contested	45%	33%	33%	24.4%	22.1%
% of PCNs issued, which were heard by ETA and allowed or not contested	0.17%	0.13%	0.10%	0.074%	0.032%

Of the total 250,678 PCNs issued, 371 cases were referred to ETA where ETA made a decision on 288 cases of which 206 appeals were refused. A total of 82 appeals were allowed or not contested, a significant decrease in the number of appeals that were upheld by ETA for the fifth consecutive year.

The proportion of appeals referred to ETA demonstrates increasing motorist confidence in the quality of appeal decisions made by the Council's own Notice Processing team, and we intend to continue to focus on reducing the proportion of appeals which are not contested.

London Tribunals Reports

The previous annual reports by the Chief Parking Adjudicator: 'Parking and Traffic Adjudicators' annual report' and appeal figures for all London Authorities: 'Parking and Traffic Appeal Statistics'; can be found on the London Tribunals website at:

<http://www.londontribunals.gov.uk/about/annual-reports-and-appeal-statistics>

Debt Recovery

Of the 250,678 PCNs issued in 2023-2024, 67.5% were paid as of 31st March 2023. The percentage of PCNs issued in 2023-2024 which will be paid by March 2025 is expected to rise to at least 72%.

Revenue from PCNs paid in 2023-2024 was £15.651m.

Resolution of a PCN can take anything up to three years, though the great majority are either paid or appealed within the first 12 months following the issuance of the PCN. A proportion of PCNs will not be collected. This includes all successful PCN appeals, some of which are not resolved until the independent tribunal stage.

In recent years there have been improvements in the quality of PCNs issued and in the collection of outstanding debt. This is due to a better standard of evidence collected to support PCNs, improvements in PCN processing, and a closer relationship with the council's Enforcement Agents (bailiffs) led by our dedicated Debt Recovery Officer.

The Council worked with four enforcement agencies through 2023-2024 for parking debt collection. These are with Marston Holdings, Newlyn Plc, CDER and One Source. In the 2023-24 financial year, £0.998m of debt was recovered. The Council also has a very small proportion of receipts from a former Enforcement Agents in relation to individuals on long-term repayment plans.

Both the Council and the Enforcement Agents have provisions in place to ensure those who are vulnerable and/or in financial difficulties are identified and supported based on the individual's circumstances and that fair payment plans are agreed.

Financial Information

An important purpose of the Parking Annual Report is to provide financial information relating to all aspects of parking enforcement operations, the income and expenditure related to parking activities and how the surplus revenue on the parking account has been, or will be spent.

Income and Expenditure Summary 2023-2024

Financial Year	2023-2024	
Period 1 st April 2023 to 31 st March 2024	Expenditure (£)	Income (£)
Parking Administration	2,079,466	50,000

Parking Projects Account	151,394	0
On-Street Parking	514,442	4,175,767
Off-Street Parking (Car Parks)	66,714	399,100
Parking Enforcement ¹	8,248,799	22,836,466
CCTV Infrastructure Maintenance	360,243	0
Total Income and Expenditure	11,421,058	27,411,391
Net Surplus on Parking Account		-15,990,333

¹Parking enforcement includes combined revenue from parking suspensions, dispensations, issuance of all permits and revenue from all Penalty Charge Notice's.

Parking Account Surplus

The use of any surplus in the parking account is governed by Section 55 of the Road Traffic Regulation Act 1984 (as amended). The legislation specifies how the surplus may be used. The Council has designated the surplus to meet the cost of public passenger transport. This complies with Section 55(4) of the Road Traffic Regulation Act 1984 (as amended)."

Of the £15.990m net surplus on the parking account, £10.53m has been allocated to meet the cost of concessionary fares: The London 'Freedom Pass'. This represents the total apportionment cost to the council for offering this service to residents of Brent in 2023-24.

The remaining £5.460m of the net surplus, after funding concessionary fares, has been reinvested in Highway Improvements.

The Freedom Pass scheme provides free travel to older and eligible disabled London residents on almost all London's public transport. It is the most extensive concessionary fares scheme in the country, in terms of scope, benefits offered, and quality of transport provided.

Freedom Pass is managed on behalf of London boroughs by London Councils under the terms of section 244 of the Greater London Authority Act 1999 and the Transport and Environment Committee agreement. Brent Council receives an annual settlement figure that is apportioned on the basis of actual usage by residents of Brent.

Useful Links

London Borough of Brent Website

www.brent.gov.uk

Brent Councils Parking Home Page

<https://www.brent.gov.uk/services-for-residents/parking/>

London Borough of Brent Parking Policies

<https://data.brent.gov.uk/dataset/ep1nz/parking-annual-report>

London Councils Parking Services

<http://www.londoncouncils.gov.uk/services/parking-services>

The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions

<https://webcache.googleusercontent.com/search?q=cache:GhpNioar0usJ:https://www.londoncouncils.gov.uk/node/33315+&cd=12&hl=en&ct=clnk&gl=uk&client=firefox-b-e>

List of Moving Traffic Contraventions and the associated traffic signs

<https://www.brent.gov.uk/media/239537/Highway%20Code%20list%20of%20enforceable%20moving%20traffic%20contraventions.pdf>

List of Footways where parking is permitted in Brent

<https://www.brent.gov.uk/parking-roads-and-travel/parking/where-you-can-park/footway-parking>

Controlled Parking Zones in Brent

<https://www.brent.gov.uk/parking-roads-and-travel/parking/where-you-can-park/controlled-parking-zones>

School Street Zones

<https://www.brent.gov.uk/schoolstreets#aboutschoollstreets>

Updates to the London Borough of Brent website may result in some of the links not directing you to the intended page. If you receive a message to say, 'page not found', please visit www.brent.gov.uk and search the related topic or area of interest.